

**MARYLAND RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

TTY January 1, 2006

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: January 9, 2006

FCC: Verbatim

February 2006 – Nothing to report.

March 2006

TTY March 23, 2006

The customer complained the Operator broke transparency on her/his call.

Category: Other (CA/OPR)

Escalation: Received by the Maryland Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the Operator's manager would follow up accordingly.

Contact Closed: April 4, 2006

FCC: Transparency

April 2006 – Nothing to report.

May 2006 – Nothing to report

AT&T RELAY SERVICES
NEW JERSEY
2006 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006

5/16/2006

NEW JERSEY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0		1	0		0	0						1
TTY	1	2		0	1	0	0	1					5
TOTAL	1	2	1	0	1	0	0	1	0	0	0	0	6

Note: Service transitioned to new provider as of 1/31/2006

AT&T RELAY SERVICES
NEW JERSEY
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006
Complaint Summary by Category

5/16/2006

Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency	0	0	1	0	0	0	0	1					2
Confidentiality	0	0	0	0	0	0	0	0					0
Verbatim	0	0	0	0	0	0	0	0					0
Typing Issues	1	1	0	0	1	0	0	0					3
In Call Replacement	0	0	0	0	0	0	0	0					0
Answer Performance	0	1	0	0	0	0	0	0					1
Gender Accommoda	0	0	0	0	0	0	0	0					0
Total	1	2	1	0	1	0	0	1	0	0	0	0	6

**NEW JERSEY RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

June 2005

TTY June 13, 2005

The customer complained that the CA did not keep him informed of his call's progress and typed poorly.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience and advised the situation would be reported to management.

Contact Closed: June 13, 2005

FCC: Typing Issue

July 2005

TTY July 22, 2005

The customer complained that she had to wait for over two minutes to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized to the customer for the inconvenience, and advised her issue would be forwarded to Relay Customer Service for review.

Contact Closed: July 22, 2005

FCC: Answer Performance

TTY July 27, 2005

The customer complained that recently he has been getting CAs that have been making a lot of typing mistakes.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and explained that if the voice party is speaking too fast that the CA should be asking them to repeat or slow down.

Contact Closed: July 27, 2005

FCC: Typing Issue

August 2005

Voice August 13, 2005

The customer complained the CA was rude; making personal comments about a relay call in progress.

Category: Attitude and Manner

Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: August 13, 2005

**NEW JERSEY RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

FCC: Transparency

September 2005 – Nothing to report.

October 2005

TTY October 22, 2005

The customer complained that the CAs make too many typing mistakes and cannot keep up with the voice conversation.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience and advised the customer to keep track of CA numbers that are having difficulty spelling.

Contact Closed: October 22, 2005

FCC: Typing Issue

November 2005 – Nothing to report.

December 2005 – Nothing to report.

January 2006

TTY January 18, 2006

The customer complained that the CA interjected personal comments during his/her call.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: January 18, 2006

FCC: Transparency

AT&T RELAY SERVICES
PENNSYLVANIA
2006 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006

	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	1	1	0	0	0	0	2
TTY	2	1	1	2	1	0	1	1	2	0	0	0	11
TOTAL	2	1	1	2	1	0	2	2	2	0	0	0	13

AT&T RELAY SERVICES
PENNSYLVANIA
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006
Complaint Summary by Category

Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency	1	0	0	0	0	0	0	1	0	0	0	0	2
Confidentiality	0	0	0	0	0	0	0	0	0	0	0	0	0
Verbatim	1	0	0	2	0	0	1	0	1	0	0	0	5
Typing Issues	0	0	1	0	1	0	0	1	1	0	0	0	4
In Call Replace	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Performance	0	0	0	0	0	0	1	0	0	0	0	0	1
Gender Accommodation	0	1	0	0	0	0	0	0	0	0	0	0	1
Total	2	1	1	2	1	0	2	2	2	0	0	0	13

**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

June 2005

TTY June 1, 2005

The customer complained that the CA got involved in his/her conversation and caused confusion during the call.

Category: Other (CA/OPR)

Escalation: Received by the New Jersey Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: June 3, 2005

FCC: Transparency

TTY June 8, 2005

The customer complained that the CA was not typing verbatim and was giving her a hard time about placing her 3-way call.

Category: Other (CA/OPR)

Escalation: Received by the Georgia Relay Service and handled by the same.

Resolution: Apologized for the inconvenience and forwarded to management.

Contact Closed: June 8, 2005

FCC: Verbatim

July 2005

TTY July 8, 2005

The customer complained the CA did not follow instructions by not transferring her to a female CA.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: July 8, 2005

FCC: Gender Accommodation

August 2005

TTY August 25, 2005

The customer complained the CA was slow to respond and may have missed part of his conversation.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: August 25, 2005

FCC: Typing Issue

**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

September 2005

TTY September 3, 2005

The customer complained the CA did not type her conversation verbatim.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: September 3, 2005

FCC: Verbatim

TTY September 14, 2005

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: September 14, 2005

FCC: Verbatim

October 2005

TTY October 17, 2005

The customer complained the CA was rude, typed very slow, did not provide a GA when needed, and eventually hung up on her.

Category: Attitude and Manner

Escalation: Received by the Georgia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: October 17, 2005

FCC: Typing Issue

November 2005 – Nothing to report

December 2005

Voice December 14, 2005

The customer complained he/she had difficulty reaching the relay service.

Category: Answer/Wait Time

Escalation: Received by the National Customer Care Center and handled by the same.

Resolution: Apologized for the inconvenience.

Contact Closed: December 16, 2005

FCC: Answer Performance

**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

TTY December 28, 2005

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Pennsylvania Relay Center and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: December 29, 2005

FCC: Verbatim

January 2006

Voice January 14, 2006

The customer complained the CA was rude and interfered in the call.

Category: Attitude and Manner

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: January 14, 2006

FCC: Transparency

TTY January 27, 2006

The customer complained the CA had poor typing skills.

Category: Typing Skill/Speed

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: January 27, 2006

FCC: Typing Issue

February 2006

TTY February 17, 2006

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Georgia Relay Center and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: February 20, 2006

FCC: Verbatim

TTY February 20, 2006

The customer complained that the CA made many typing errors.

Category: Other (CA/OPR)

**PENNSYLVANIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

Escalation: Received by the Georgia Relay Center and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: February 21, 2006

FCC: Typing Issue

March 2006 – Nothing to report

April 2006 – Nothing to report

May 2006 – Nothing to report

AT&T RELAY SERVICES
VIRGIN ISLANDS
2006 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006

5/16/2006

VIRGIN ISLANDS	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0										0
TTY	0	0	0										0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0

Note: Service transitioned to new provider as of August 25, 2005.

AT&T RELAY SERVICES
VIRGIN ISLANDS
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006
Complaint Summary by Category

5/16/2006

Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency	0	0	0										0
Confidentiality	0	0	0										0
Verbatim	0	0	0										0
Typing Issues	0	0	0										0
In Call Replacement	0	0	0										0
Answer Performance	0	0	0										0
Gender Accommoda	0	0	0										0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0

**VIRGIN ISLANDS RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

June 2005 – Nothing to report.

July 2005 – Nothing to report.

August 2005 – Nothing to report.

AT&T RELAY SERVICES
VIRGINIA
2006 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006

	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	0	0	0	1	1	0	0	2
TOTAL	0	0	0	0	0	0	0	0	1	1	0	0	2

AT&T RELAY SERVICES
VIRGINIA
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006
Complaint Summary by Category

Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency	0	0	0	0	0	0	0	0	1	0	0	0	1
Confidentiality	0	0	0	0	0	0	0	0	0	0	0	0	0
Verbatim	0	0	0	0	0	0	0	0	0	0	0	0	0
Typing Issues	0	0	0	0	0	0	0	0	0	0	0	0	0
In Call Replace	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Performance	0	0	0	0	0	0	0	0	0	0	0	0	0
Gender Accommodation	0	0	0	0	0	0	0	0	0	1	0	0	1
Total	0	0	0	0	0	0	0	0	1	1	0	0	2

**VIRGINIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

June 2005 – Nothing to report.

July 2005 – Nothing to report.

August 2005 – Nothing to report.

September 2005 – Nothing to report.

October 2005 – Nothing to report.

November 2005 – Nothing to report.

December 2005 – Nothing to report.

January 2006 – Nothing to report.

February 2006

TTY February 28, 2006

The customer complained the CA did not remain transparent.

Category: Other (CA/OPR)

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: February 28, 2006

FCC: Transparency

March 2006

TTY March 26, 2006

The customer complained the CA did not comply with his/her request.

Category: Attitude and Manner

Escalation: Received by the Virginia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: April 3, 2006

FCC: Gender Accommodation

April 2006 – Nothing to report.

May 2006 – Nothing to report.

AT&T RELAY SERVICES
WEST VIRGINIA
2006 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006

WV	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0	0	0	0	0	0	0
TTY	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0

AT&T RELAY SERVICES
WEST VIRGINIA
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006
Complaint Summary by Category

Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency	0	0	0	0	0	0	0	0	0	0	0	0	0
Confidentiality	0	0	0	0	0	0	0	0	0	0	0	0	0
Verbatim	0	0	0	0	0	0	0	0	0	0	0	0	0
Typing Issues	0	0	0	0	0	0	0	0	0	0	0	0	0
In Call Replace	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Performance	0	0	0	0	0	0	0	0	0	0	0	0	0
Gender Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0

**WEST VIRGINIA RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

June 2005 – Nothing to report.

July 2005 – Nothing to report.

August 2005 – Nothing to report.

September 2005 – Nothing to report.

October 2005 – Nothing to report.

November 2005 – Nothing to report.

December 2005 – Nothing to report.

January 2006 – Nothing to report.

February 2006 – Nothing to report.

March 2006 – Nothing to report.

April 2006 – Nothing to report.

May 2006 – Nothing to report.

AT&T RELAY SERVICES
AT&T NON CONTRACT STATES
2006 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006

	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	1	1	0	0	0	0	2	0	0	0	0	1	5
TTY	2	1	1	1	0	1	1	2	1	1	3	1	15
TOTAL	3	2	1	1	0	1	3	2	1	1	3	2	20

AT&T RELAY SERVICES
AT&T NON CONTRACT STATES
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006
Complaint Summary by Category

Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency	0	1	0	0	0	0	1	0	0	0	1	0	3
Confidentiality	0	0	0	0	0	0	0	0	0	0	0	0	0
Verbatim	2	1	0	1	0	1	1	2	1	1	2	0	12
Typing Issues	1	0	1	0	0	0	0	0	0	0	0	0	2
In Call Replace	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Performance	0	0	0	0	0	0	1	0	0	0	0	2	3
Gender Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	3	2	1	1	0	1	3	2	1	1	3	2	20

Note: AT&T Other category complaints are AT&T LDRC, OSD and/or customers from non-AT&T contracted states combined. Includes Internet Relay.

**NON-CONTRACT STATES RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

June 2005

TTY June 1, 2005

The customer complained that the CA did not leave her lengthy message on an answering machine.

Category: Methods Related

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Explained that the CA may have had to dial back several times in order to leave a lengthy message.

Contact Closed: June 1, 2005

FCC: Verbatim

TTY June 20, 2005

The customer complained that two different CAs made too many typing mistakes.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: June 20, 2005

FCC: Typing Issue.

Voice June 26, 2005

The customer complained that the CA did not type her message verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Georgia Relay Center and handled by same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: June 27, 2004

FCC: Verbatim.

July 2005

Voice July 6, 2005

The customer complained that the CA relayed obscene language to the TTY user that the customer says was never said.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: July 6, 2005

FCC: Verbatim

TTY July 15, 2005

The customer complained the CA interrupted her call and then hung up on her.

Category: CA Hung up on me

**NON-CONTRACT STATES RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

Escalation: Received by the National Relay Center, PA and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: July 18, 2005

FCC: Transparency

August 2005

TTY August 6, 2005

The customer complained the CA could not type, was slow to respond, and hung up on her call.

Category: CA Hung up on me

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: August 8, 2005

FCC: Typing Issue

September 2005

TTY September 3, 2005

The customer complained the CA was slow to respond and not typing the conversation verbatim.

Category: Typing Skill/Speed

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: September 3, 2005

FCC: Verbatim

October 2005 – Nothing to report.

November 2005

TTY November 24, 2005

The customer complained that two CAs did not relay her message to an answering machine then hung up on her.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: November 24, 2005

FCC: Verbatim

**NON-CONTRACT STATES RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

December 2005

Voice December 3, 2005

The customer complained that the CA interjected comments during the conversation.

Category: Other (CA/OPR)

Escalation: Received by the Relay Website and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: December 5, 2005

FCC: Transparency

TTY December 9, 2005

The customer complained about wait time in connecting to a CA.

Category: Answer/Wait Time

Escalation: Received by the National Relay Center, PA and handled by the National Customer Care Center.

Resolution: Apologized and explained that weather conditions can result in higher call volumes.

Contact Closed: December 9, 2005

FCC: Answer Performance

Voice December 18, 2005

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: December 19, 2005

FCC: Verbatim

January 2006

TTY January 12, 2006

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: January 12, 2006

FCC: Verbatim

TTY January 24, 2006

**NON-CONTRACT STATES RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

The customer complained the CA had not relayed the call verbatim.

Category: Attitude and Manner

Escalation: Received by the Pennsylvania Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: January 24, 2006

FCC: Verbatim

February 2006

TTY February 26, 2006

The customer complained the CA had not relayed the call verbatim.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: February 27, 2006

FCC: Verbatim

March 2006

TTY March 30, 2006

The customer complained the CA did not type entire message.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: March 30, 2006

FCC: Verbatim

April 2006

TTY April 7, 2006

The customer complained the CA did not type entire message.

Category: Other (CA/OPR)

Escalation: Received by the National Relay Center, PA and handled by the National Customer Care Center.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: April 7, 2006

FCC: Verbatim

TTY April 17, 2006

The customer complained the CA did not type entire message.

Category: Other (CA/OPR)

**NON-CONTRACT STATES RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

Escalation: Received by the Georgia Relay Center and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: April 17, 2006

FCC: Verbatim

TTY April 24, 2006

The customer complained that the CA tried to give him/her advice on what to say during the call.

Category: Attitude and Manner

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized for the inconvenience, and assured the customer the CA's manager would follow up accordingly.

Contact Closed: April 25, 2006

FCC: Transparency

May 2006

Voice May 27, 2006

The customer complained he/she had to wait a long time to reach a CA.

Category: Answer/Wait Time

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized and thanked the caller for reporting the situation.

Contact Closed: May 27, 2006

FCC: Answer Performance

TTY May 29, 2006

The customer complained he/she had difficulty reaching the relay service.

Category: Answer/Wait Time

Escalation: Received by the National Relay Center, PA and handled by the same.

Resolution: Apologized and thanked the caller for reporting the situation.

Contact Closed: May 29, 2006

FCC: Answer Performance

AT&T RELAY SERVICES
VIDEO RELAY SERVICE
2006 Annual Summary of Consumer Complaints
June 1, 2005 through May 31, 2006

VIDEO RELAY SERVICE	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
ASL	0	0	0	3	0	0	0	0	0	0	0	0	3
VIC	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	3	0	0	0	0	0	0	0	0	3

AT&T RELAY SERVICES
VIDEO RELAY SERVICE
2006 Annual Summary of Consumer Complaints
June 1, 2005 through May 31, 2006
Complaint Summary by Category

Complaint Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency	0	0	0	0	0	0	0	0	0	0	0	0	0
Confidentiality	0	0	0	0	0	0	0	0	0	0	0	0	0
Verbatim	0	0	0	3	0	0	0	0	0	0	0	0	3
Typing Issues	0	0	0	0	0	0	0	0	0	0	0	0	0
In Call Replacement	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Performance	0	0	0	0	0	0	0	0	0	0	0	0	0
Gender Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	3	0	0	0	0	0	0	0	0	3

**AT&T RELAY SERVICE
VIDEO RELAY SERVICE
ANNUAL CONSUMER COMPLAINTS SUMMARY
JUNE 2005 – MAY 2006**

June 2005 – Nothing to report.

July 2005 – Nothing to report.

August 2005 – Nothing to report.

September 2005

ASL September 6, 2005

The customer did not like the quality of the VI interpretation, and felt the VI needed to speak more clearly and follow exactly what was being said.

Category: Verbatim

Resolution: CCM manager acknowledged the customer's complaint.

Contact closed: Sept. 19, 2005

ASL September 7, 2005

The customer did not appreciate the quality of the VI interpretation, and felt the VI misinterpreted what the customer said, making him/her appear ignorant.

Category: Verbatim

Resolution: CCM manager acknowledged the customer's complaint.

Contact closed: Sept. 19, 2005

ASL September 7, 2005

The customer did not appreciate the quality of the VI interpretation, and felt the VI was not signing correctly.

Category: Verbatim

Resolution: CCM manager acknowledged the customer's complaint.

Contact closed: Sept. 19, 2005

October 2005 – Nothing to report.

November 2005 – Nothing to report.

December 2005 – Nothing to report.

January 2006 – Nothing to report.

February 2006 – Nothing to report.

March 2005 – Nothing to report.

April 2005 – Nothing to report.

May 2005 – Nothing to report.

DOCKET NO.

03-123

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